



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

ADMINISTRATIVE ASSISTANT

Class Description

DEPARTMENT/DIVISION: Various

DEFINITION

Under general supervision, provides varied, complex, and confidential office administrative and administrative secretarial support primarily to the General Manager and Department Managers; conducts projects and administers limited programs; performs technical support work related to the responsibilities of the General Manager, and Department Managers and Staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the General Manager, Department Managers or the Executive Assistant. May exercise technical and functional supervision over other staff, as needed.

CLASS CHARACTERISTICS

Initially under close direction, incumbents with an appropriate educational or equivalent technical background learn and perform a variety of office administrative, project coordination and management support work for Department Managers, General Manager, and associated staff. As knowledge and experience are gained, the work becomes broader in scope; assignments are more varied, include limited programmatic duties, and are performed under more general direction. This class is distinguished from the Executive Assistant classification in that the latter's nature, scope, and diversity of responsibilities related to providing assistance to a number of different department directors in day-to-day office administrative and coordinative duties is greater.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides office administrative support, transmits information to, and addresses questions from the General Manager, Department Managers, other staff, and the public.
- Assists with office administrative functions of the General Manager's office, Departments, and the District in general.
- May maintain multiple calendars and/or coordinate the schedules of the General Manager or Department Manager as directed; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails and regular mail; provides information and resolves issues for District staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
- Provides a variety of support to District commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings and prepare minutes, and follow-up on decisions as required.
- Assists the General Manager, Department Managers, or Executive Assistant with the organization and coordination of District functions and events (i.e., designs and distributes flyers, room/event set-up and clean-up).
- May support the Board of Directors at meetings (i.e., acts as the Secretary to the Board of Directors, meeting room set-up and clean-up).

- Organizes and maintains various administrative, confidential, reference, and follow-up files and records for the General Manager's Office, Departments, staff and the Board of Directors (i.e., budgets, purchasing; updates resources materials).
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, and attending meetings.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation and spelling.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- May direct, coordinate and review the work of office support staff on a project or day-to-day basis; may train staff in work procedures.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Principles, practices and procedures of public administration in a municipal setting.
- Applicable federal and state laws, codes, ordinances and regulations.
- Principles and practices of budget development, administration and accountability.
- Current social, political and economic trends affecting District government and service provision.
- Modern office practices, methods and computer equipment; related software application methods and procedures.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for dealing with vendors, contractors, District staff and a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Providing varied, confidential and responsible clerical, secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting and implementing policies, procedures, technical processes and computer applications.
- Analyzing and resolving office administrative and procedural concerns and making process improvement changes to streamline procedures.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system.
- Making accurate basic arithmetic and basic statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Taking notes rapidly and accurately transcribing own notes.
- Providing exceptional customer service to coworkers, internal customers and the public.

- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating modern office equipment including computer equipment and software programs.
- Operating a motor vehicle safely.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business administration or a related field, or three (3) years of responsible administrative/secretarial experience involving assisting executive management or a high-level official with administrative duties such as typing, filing, calendar coordination, public relations, and project coordination tasks.

License:

Possession of, or ability to obtain, and maintain, a valid California class C driver's license with a satisfactory driving record, may be required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file General Manager information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.